

Volunteer Training Calendar

Accredited training Sept - Dec 2011

Volunteering Works

September to December

Course	Course Details	Date	Time	Venue
Introduction to Customer Service Skills	Understand how to communicate effectively within an organisation and learn how to project a professional image.	12, 19, 26 September and 3, 10, 17 October 2011	9.30am-4pm	Cumbria CVS Lesser Kings Hall 52-59 Hartington Street Barrow LA14 5SR
Work Ready	Look at career options and development, preparing a CV, interviews and how to do job application forms. Gain a Maths and/or English qualification.	3, 4, 10, 11, 17, 18, 31 October and 1, 7, 8, 14, 15 November 2011	9.30am-4pm	Cumbria CVS 27 Spencer Street Carlisle CA1 1BE
Work Ready	Look at career options and development, preparing a CV, interviews and how to do job application forms. Gain a Maths and/or English qualification.	13, 14, 20, 21 October and 3, 4, 7, 8, 17, 18, 21, 22 November 2011	9.30am-4pm	Cumbria CVS Lesser Kings Hall 52-59 Hartington Street Barrow LA14 5SR
Introduction to ICT	Identify and use the main hardware components of ICT systems and use removable media load, use and close software applications, enter and print data.	1, 8, 15, 22, 29 November and 6 December 2011	9.30am-4pm	Botcherby Community Centre Victoria Road Carlisle CA1 2UE

QUALITY FRAMEWORK
CUMBRIA ADULT EDUCATION



The above courses are £90 or **Free** to volunteers who are in receipt of:

Job Seekers Allowance, Work Related Employment and Support Allowance or if volunteers do not have 5 GCSE's Grades A-C.

To make a booking, please contact Jackie Boustead on 01228 512513 or email:

jackiebo@cumbriacvs.org.uk

Please turn over for details of other courses

For details of our other non-accredited training, visit our website: www.cumbriacvs.org.uk

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Employability Skills	<ul style="list-style-type: none"> Identify possible employment options. Complete a job application form Create a basic CV Interview skills Find out about job/training opportunities 	2, 9, 16, 23, 30 November and 7 December 2011	9.30am - 4pm	Eden Rural Foyer Old London Road Penrith CA11 8ET
Employability Skills	<ul style="list-style-type: none"> Identify possible employment options. Complete a job application form Create a basic CV Interview skills Find out about job/training opportunities 	3, 10, 17, 24 November and 1, 8 December 2011	9.30am - 4pm	Stricklandgate House 92 Stricklandgate Kendal LA9 4PU
Assertiveness and Decision Making Skills	<ul style="list-style-type: none"> Build your self confidence and be heard Cope better in stressful situations Be able to speak up for yourself Identify and change negative thought patterns Learn how to say 'no' in a positive way Use anger management techniques 	4, 11, 18, 25 November and 2, 9 December 2011	9.30am - 4pm	St Michael's Church Falcon Place Workington CA14 2EZ

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